



Volunteer Engagement and Expectation Management Policy

Date approved	July 2026
Approved by	SLT
Date of next review	Triennially (every three years)
Related policies/documents	Values, Behaviours and Expectations Policy

Contents:

1. [Introduction](#)
2. [Expectations of volunteers \(inc Chairs and Regional Volunteer Committees\)](#)
3. [Non-engagement and non-compliance](#)
4. [Monitoring engagement and compliance](#)
5. [Policy review](#)

1. Introduction

The Volunteer Engagement and Expectation Management Policy has been put in place to ensure that volunteers have clear guidance on how the management of the Values, Behaviours and Expectations Policy will be applied.

Lord's Taverners is a charity regulated by the Charity Commission and Fundraising Regulator. It must also be compliant with all requirements of the Code of Charity Governance.

Lord's Taverners relies on the support of volunteers to reach its charitable objectives. Without volunteers, the charity would be worse off. It is essential that in the running of a sustainable and effective charity that volunteers have strong knowledge of the regulations that drive policy development. It is also essential that all policies, standard operating procedures, engagement and training are adopted by all volunteers representing the charity.

2. Expectations of volunteers (inc Chairs and Regional Volunteer Committees)

- All volunteers including but not limited to Chairs and Regional Volunteer Committee members are expected to act in line with Lord's Taverners values, policies, procedures and role expectations at all times and as directed by the Values, Behaviours and Expectations Policy.
- This includes reading, understanding and adopting relevant policies and standard operating procedures introduced by the charity to meet legal, regulatory, Charity Commission and Fundraising Regulator requirements

- Volunteers are expected to attend mandatory briefings, training and engagement events, or where this is not possible, to notify the relevant member of staff and complete any alternative arrangements provided.
- Chairs are expected to support their Regional Volunteer Committee to work consistently with approved ways of working and to respond constructively to guidance, updates and requests from the charity.
- Chairs can where required, identify proxies to represent them and their committee.

3. Non-engagement and non-compliance

- Where a volunteer (inc Chair or Regional Volunteer Committee member) does not engage with required policies, procedures, training or expected ways of working, the charity will normally raise this informally in the first instance and provide an opportunity to address the issue.
- If non-engagement or non-compliance continues, the charity may put in place additional support, issue a formal reminder of expectations, or review whether the individual can continue in the role.
- Where there is a serious or repeated failure to follow required policies, procedures or legal/regulatory requirements, Lord's Taverners may suspend duties, remove responsibilities or end the volunteer appointment.
- Any action taken will be proportionate to the circumstances and will reflect the need to protect the charity, its reputation, its beneficiaries and its compliance obligations.

4. Monitoring engagement and compliance

Compliance with these expectations will be monitored by the Events Manager in relation to fundraising regulation, the Volunteer Manager in relation to volunteer management, and through the charity's governance committees: Governance and Finance for compliance oversight, Fundraising and Marketing for income-related matters, and People and Culture for volunteer engagement.

5. Review of this policy

This policy will be reviewed every two years, or sooner if legislation or best practice requires updates.